

U.S. Department of Veterans Affairs (VA)
Calendar Year (CY) 2023 Veteran Homelessness Goals
Office Hours

VHA Homeless Programs Office
August 3, 2023

Housekeeping

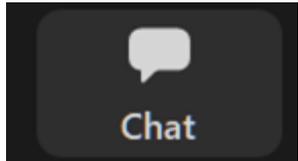
- This call will be recorded.
- The webinar will last approximately 60 minutes.
- All attendees will be muted.
- Questions can be submitted using the Chat function.
- If you have questions following the call, please email VHA11HPO38kGoalSupport@va.gov.



Zoom Controls

Typically, on the bottom of the screen

All participants are muted upon entry



Chat – add questions or comments during the call.

Agenda

- Progress Update
- Understanding the Difference Between Permanent and Temporary Tenure
- Drilling down on Goal 2 and Existing Evidence on Returns
- Exits, Returns and Pathways to Rehousing: Data Quality Strategies
- Housing Location and Stability Scenarios
- Q&A



Progress Update



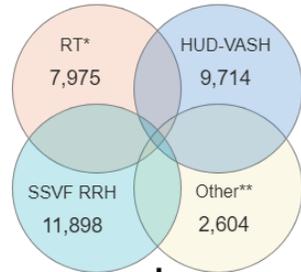
Goal 1: Permanent Housing

CY 2023 Goals

Goal 1: Permanent Housing

Permanent Housing: VA has made a commitment to permanently house (PH) at least 38,000 unique Veterans in CY 2023. De-duplicated permanent housing placements (PHPs) for unique Veterans made during CY 2023 from the following programs count toward this goal: Grant and Per Diem (GPD), Health Care for Homeless Veterans (HCHV) Contracted Residential Services (CRS), HCHV Low Demand Safe Haven (LDSH), Housing and Urban Development-VA Supportive Housing (HUD-VASH), and Supportive Services for Veteran Families (SSVF) – Rapid Re-Housing (RRH) homeless services who obtain permanent housing (PH), Mental Health Residential Rehabilitation Treatment (MHRRT), HCHV Case Management (CM), and for Veterans homeless at entry for the following programs: GPD CM, SSVF – Homelessness Prevention (HP), Veterans Justice Outreach (VJO), and Health Care for Reentry Veterans (HCRV).

Shared Placements
Includes single PHPs where programs overlap



De-duplicated PHPs
22,853

Unique Veterans Housed

22,585

National

Data as of June 2023

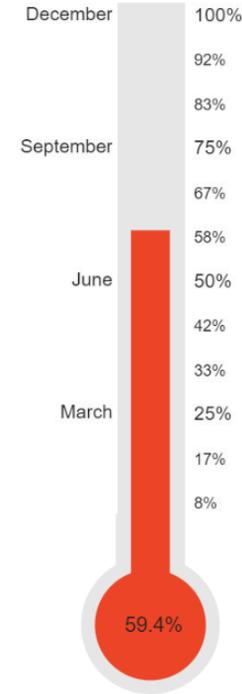
Goal
Unique Veterans
38,000

Unique Veterans needed per month to reach goal

2,569

Remaining Veterans needed to house

15,415



* RT Programs: GPD and HCHV CRS/LDSH
 ** Other: MH RRTP, GPD CM, HCHV CM, Homeless VJP, and SSVF HP
 *** Nationally, Unique Veterans Housed represents all unique Veterans across facilities

[Veteran Detail](#)

Goal 2: Prevention of Returns to Homelessness

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Prevention of Returns to Homelessness: For Veterans who become permanently housed in CY 2023, no more than 5% return to homelessness. Of those who return to homelessness in CY 2023, no less than 90% will be re-housed or placed on a pathway to re-housing in CY 2023.



Goal 3: Engagement with Unsheltered Veterans

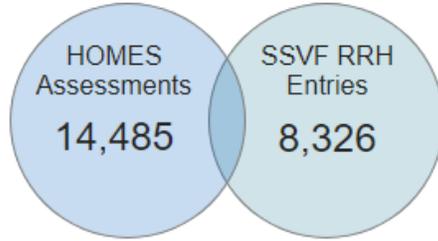
Goal 3: Engagement with Unsheltered Veterans

Engagement with Unsheltered Veterans: Nationally, VA will increase outreach to and engage with no less than 28,000 unique unsheltered Veterans

National
Data as of June 2023

Unsheltered Veteran Engagement

Unsheltered Veterans de-duplicated by type of engagement (includes Veterans unsheltered at both assessment and SSVF RRH program entry)



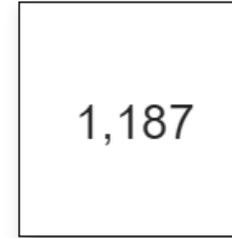
Unique Unsheltered Veteran Engagement



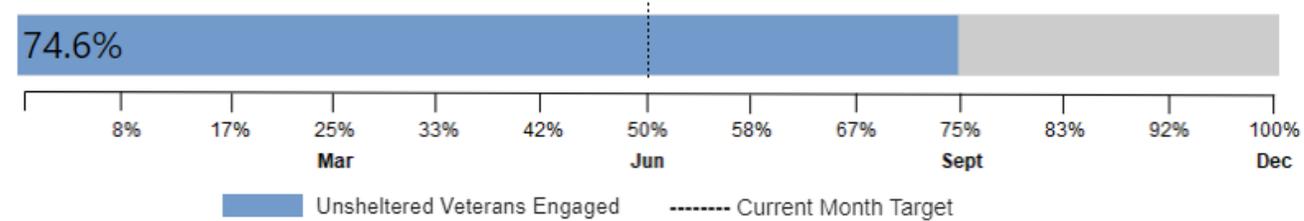
Remaining Unsheltered Veterans Needed



Unsheltered Veterans needed per month to reach goal

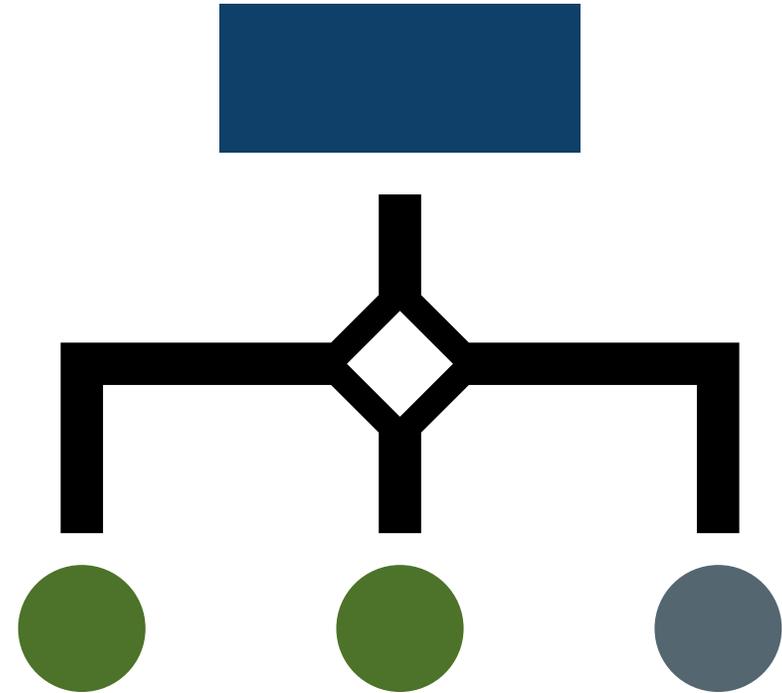


Goal Unique Veterans



[Veteran Detail](#)

Understanding the Difference Between Permanent and Temporary Tenure



Possible Exit Destinations

- Veterans exiting VA homeless programs can exit to one of 25 different exit destinations.
- The destinations in **Bold** are permanent housing destinations.
- Veterans exiting to family or friends can do so as “permanent tenure” or “temporary tenure.”

1. Housing owned by Veteran, no ongoing housing subsidy
2. Housing owned by Veteran, with ongoing housing subsidy
3. **Housing rented by Veteran, no ongoing housing subsidy**
4. Housing rented by Veteran with HUD-VASH voucher
5. **Housing rented by Veteran with non-HUD-VASH housing subsidy**
6. **Permanent housing for formerly homeless persons (such as: CoC project or S+C)**
7. **Staying or living with family, permanent tenure**
8. Staying or living with family, temporary tenure
9. **Staying or living with friends, permanent tenure**
10. Staying or living with friends, temporary tenure
11. GPD transitional housing
12. Non-VA transitional housing for homeless persons
13. VA MH RRTP
14. CWT/TR
15. Non-VA residential treatment program
16. Non-VA substance abuse treatment facility or detox center
17. Hospital or other residential non-psychiatric medical facility
18. Long-term care facility or nursing home
19. Psychiatric hospital or other psychiatric facility
20. Prison or jail
21. VA contracted residential treatment programs (HCHV Contract Residential Services)
22. Safe Haven (SH)
23. Hotel or motel paid for without emergency shelter voucher
24. Emergency shelter (ES), including hotel or motel paid for with emergency shelter voucher
25. Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway, station/airport or anywhere outside)

Determining Permanent vs. Temporary

- Case managers can use information from a thorough exit interview to determine how to record the destination.
- **What makes a living situation with family or friends permanent?**
- If the Veteran is living with friends or family, permanent tenure, it is expected that the Veteran will reside permanently in the friend or family member's room, apartment or house. Examples include:
 - Veteran states they have a key to the unit and will remain on a lease or utility bill.
 - Veteran recently reunited with family and will be living with them long-term.
 - Veteran plans to move in a shared unit with a sibling, partner, or friend.
 - Two Veterans connected in the program and obtained housing together, with clear plans to remain in the unit long-term.
- This does not include situations where the Veteran is staying with friends/family until they are able to secure other independent housing, even if there is not a clear end date identified.

Definitely Permanent or Temporary

Likely

Permanent

The Veteran has a key to the unit and is on the lease or utility bill.

The Veteran plans to share the unit with friend, sibling, or partner as roommates.

The Veteran has reunited with a family member and has permission and intent to stay with them indefinitely.

Temporary

The Veteran's family or friend has given them a time limit.

The Veteran states it is a temporary destination.

The destination is not intended to be a permanent housing situation.

Leans Permanent or Temporary

Leans

Permanent

The Veteran has not been given a specific time limit for when they need to leave.

The Veteran is contributing to the household (paying a portion of rent or utilities).

The Veteran will have their own room and bed.

Temporary

The destination was chosen by the Veteran as an alternative to being unsheltered.

The destination lacks stability, such as overcrowding (i.e., more than 1 person per room).

The Veteran may not have their own bed.

The Veteran will not be on the lease and is not contributing to the household (e.g., financially)

The Veteran has a history of moving in and out of family or friend housing.

Drilling down on Goal 2 and Existing Evidence on Returns



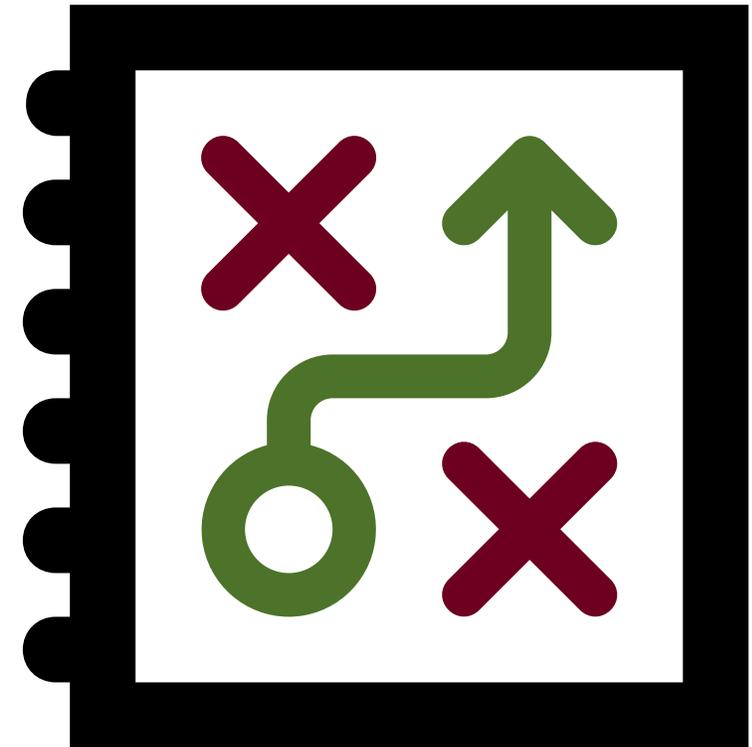
Review of the Technical Specifications for Goal 2

- Returns are defined by re-engagement in VA Homeless Programs.
 - Re-engagement is identified by a housing status of “literally homeless” at the time of the Homeless Operations Management and Evaluation System (HOMES) assessment or at Supportive Services for Veteran Families (SSVF) program entry where the Veteran’s living situation at entry was sheltered or unsheltered homeless.
 - To account for date variances in service coordination, HOMES assessments and SSVF Homeless Management Information System entries occurring within a 30-day window of the permanent housing placement date will not be considered returns. **Note: the window has been increased from 14 days to 30 days.**
- Of those returning to homelessness during CY 2023, according to the specifications above, at least 90% will be rehoused or on a pathway to permanent housing, evidenced by either:
 - Rehousing is defined as any exit to a permanent destination after the return date or an SSVF or Housing and Urban Development-VA Supportive Housing move-in date after the return date.
 - A pathway to permanent housing defined as evidence of re-engagement in VA homeless services during CY 2023.
- [Read the full technical specifications for the goals.](#)

What the Evidence Says: VA Research on Returns

- Of 40,401 individual Veterans housed through the 38,000 Goal, 2,443 Veterans (6.04%) returned to homelessness during CY 2022. Of the 2,443 who returned to homelessness, 2,110 (86.37%) were re-housed or on a pathway to re-housing by the end of CY 2022.
- There is a combination of reasons why some Veterans return to homelessness, but compared to Veterans who did not return, Veterans who returned to homelessness were*:
 - 38% more likely to have a diagnosis of drug use disorder.
 - 18% more likely to be Black.
 - 16% more likely to be unmarried.
 - More likely to have no VA service-connected disability.
 - More likely to be less engaged in VA outpatient care and more engaged in VA acute care.

Exits, Returns and Pathways to Rehousing: Data Quality Strategies



Housing Location and Stability Scenarios



Housing Location and Stability Scenario 1

A Veteran is in the hospital and is discharging to a Residential Treatment (RT) Program (Grant and Per Diem (GPD) Program, Health Care for Homeless Veterans (HCHV) Contract Emergency Residential Services (CERS) or HCHV Low Demand Safe Haven (LDSH)):

A Veteran is discharging from an inpatient medical unit. The Veteran recently relocated from another state and, prior to the relocation, was permanently housed by one of the previous site's homeless programs. When the Veteran relocated, they stayed in a motel that they paid for but cannot go back, as they cannot continue to afford independently paying for the motel room. The Veteran does not have sufficient resources or support networks immediately available to prevent them from becoming literally homeless post-hospital discharge. A full Assessment Interview in the Homeless Operations, Management, and Evaluation System (HOMES) is completed as the previous HOMES episode is closed, meaning VA services ended more than 30 days ago.

Housing Location and Stability Scenario 1

Scenario 1 Continued

Since the Veteran was in the hospital prior to the day of the assessment, it would be inaccurate to document that the Veteran is in a motel; the accurate response to item 20 (Where was the Veteran residing prior to today/the night before the assessment?) is “Hospital or other residential non-psychiatric medical facility.” It would also be inaccurate to document item 24 (Housing Stability) on the HOMES Assessment as “Literally homeless.” The Veteran is unstably housed/at risk of losing housing due to exiting the hospital soon. If “Literally homeless” is documented on item 24 of the HOMES Assessment, the Veteran will erroneously show as a return to homelessness because of the permanent housing placement (PHP) by the previous site in calendar year (CY) 2023.

Housing Location and Stability Scenario 2

A Veteran exits an RT Program (GPD Program, HCHV CERS or HCHV LDSH) to permanently live with family, but four months later, is being evicted and re-admitted to an RT Program:

A Veteran exits an RT Program to live permanently in a family member's house; therefore, they are permanently housed in CY23. About four months later, the Veteran calls their former VA case manager to report that they cannot stay with their family member and will be homeless again, as the family member has filed an eviction. Since the Veteran no longer has an open HOMES episode, a full HOMES Assessment Interview is completed. The VA case manager documents accurately that the Veteran is now "Staying or living with family, temporary tenure."

Housing Location and Stability Scenario 2

Scenario 2 Continued

Although the living arrangement with their family was planned to be permanent, it is now temporary since the family member has filed a court-ordered eviction. The VA case manager starts to inaccurately document on the HOMES Assessment (item 24) that the Veteran is “Literally homeless,” so they would have inaccurately counted the Veteran as a return to homelessness. The VA case manager catches their HOMES documentation error before submitting and changes item 24 to “Imminent risk of losing housing.” Although the Veteran can no longer permanently reside with family, the Veteran is not literally homeless yet but rather at imminent risk of losing housing, as evidenced by the court-ordered eviction that the Veteran’s family filed, giving the Veteran seven days to vacate.

Housing Location and Stability Scenario 3

A Veteran exits an RT Program (GPD Program, HCHV CERS or HCHV LDSH) and is permanently housed by the Supportive Services for Veteran Families (SSVF) Program while awaiting a Housing and Urban Development-VA Supportive Housing (HUD-VASH) voucher:

A chronically homeless Veteran is exiting an RT Program through SSVF Rapid Re-Housing (RRH). Because the Veteran is chronically homeless, awaiting a HUD-VASH voucher, and will be co-enrolled in the SSVF Program, the VA Liaison is concerned about how to document the RT exit so that the Veteran does not lose their chronically homeless status. The VA Liaison is unsure how to document the housing arrangement (item 3) and the Veteran's housing stability (item 5) on the RT Exit Form. The housing location needs to accurately reflect where the Veteran will be living at the time of exit and reflect the actual status at the time of exit. For the purpose of qualifying for the HUD-VASH Program, the Veteran will not lose their status while housed by the SSVF Program through RRH Progressive Engagement.

Housing Location and Stability Scenario 3

Scenario 3 Continued

The VA Liaison documents on the RT Exit Form that the Veteran's housing arrangement (item 3) is "Housing rented by Veteran, with non-HUD-VASH housing subsidy" with the specific subsidy type documented as "SSVF Rapid Rehousing (RRH) or equivalent RRH subsidy." The VA Liaison documents that for housing stability (item 5), the Veteran is "Stably housed." The HUD-VASH case manager then updates the Veteran's Housing Progress Form (HPF) to indicate the date housed by the SSVF RRH subsidy. The remaining items on the HPF are updated in real-time as they occur (e.g., date Veteran moved into HUD-VASH housing is when the HUD-VASH subsidy begins and the SSVF RRH subsidy ends).

Housing Location and Stability Scenario 4

A Veteran exits an institution to SSVF Emergency Housing Assistance and is referred to and enters HUD-VASH Case Management:

The HCHV Coordinated Entry Specialist (CES) and HCHV Outreach Coordinator engage with an unsheltered, chronically homeless Veteran at the local soup kitchen but could not complete a full HOMES Assessment. Shortly thereafter, through by-name list (BNL) case conferencing, the HCHV CES learns that the Veteran is incarcerated. The Veteran is in jail for approximately 80 days and, when released, presents to the HPACT Clinic and re-engages with Homeless Programs. Since the Veteran does not have an open HOMES episode, a full HOMES Assessment Interview is completed.

Housing Location and Stability Scenario 4

Scenario 4 Continued

Since the Veteran was staying on the streets immediately prior to going to jail and stayed in jail for less than 90 days, the Veteran is still homeless, so the Veteran's housing arrangement the night before the assessment (item 20) is documented as "Prison or jail," and the housing stability (item 24) is documented as "Literally homeless." The HCHV CES coordinates with the SSVF Program, and the Veteran is accepted to Emergency Housing Assistance and goes to a hotel, as suitable transitional housing is not currently available to the Veteran through GPD, HCHV, and the community. The HCHV CES also refers the Veteran to the HUD-VASH Program.

When the Veteran enters HUD-VASH Case Management a few days later, the HUD-VASH Entry Form is accurately documented by the HUD-VASH Program that the Veteran is in an "Emergency shelter (ES), including hotel or motel paid for with emergency shelter voucher" prior to program entry (item 4).

Housing Location and Stability FAQs

What if a Veteran resides in an emergency shelter, Safe Haven, or place not meant for human habitation immediately before entering an institution and is in the institution for longer than 90 days?

- If a Veteran stays in an emergency shelter, Safe Haven, or place not meant for human habitation immediately before entering an institution and is exiting the institution after more than 90 days, the Veteran's housing stability immediately upon release or discharge is no longer considered "Literally homeless" but rather "Unstably housed/at-risk of losing housing" because they were in the institution for over 90 days.

A Veteran is behind on rent but has not received an eviction notice from their landlord, is this Veteran considered to be at imminent risk of losing housing?

- No, this Veteran is not at imminent risk of losing housing because the Veteran has not yet received a formal eviction notice or an imminent homelessness date. The Veteran would be considered "unstably housed."

Housing Location and Stability FAQs

What do I do if the housing location (item 20) and/or housing stability (item 24) on the HOMES Assessment need to be corrected?

- If the housing location (HOMES Assessment, item 20) is incorrect, submit a ticket to the HOMES Help Desk to correct the HOMES Assessment and include supporting documentation from the Veteran's clinical note(s) in the electronic health record (EHR).
- If the housing stability is incorrect (HOMES Assessment, item 24), submit a ticket to the HOMES Help Desk to correct the housing stability response. Since item 24 will be updated to align with the response in item 20, supporting documentation from the EHR is not required; however, please note that corrections to item 24 must align with the current response to the Veteran's housing location at the time of Assessment (item 20) or will require supporting documentation from the Veteran's clinical note(s) in the EHR to confirm the correct housing location at Assessment.

What do I do if the housing location on a HOMES Entry Form needs to be corrected?

- If the housing location on a HOMES Entry Form is incorrect, submit a ticket to the HOMES Help Desk to correct the HOMES Entry Form and include supporting documentation from the Veteran's clinical note(s) in the EHR.

Housing Location and Stability FAQs

What do I do if the housing location and/or the housing stability on a HOMES Exit Form need to be corrected?

- If the housing location on a HOMES Exit Form is incorrect, submit a ticket to the HOMES Help Desk to correct the HOMES Exit Form and include supporting documentation from the Veteran's clinical note(s) in the EHR.
- If the housing stability on a HOMES Exit Form is incorrect, submit a ticket to the HOMES Help Desk to correct the housing stability response. Since the housing stability will be updated to align with the housing location, supporting documentation from the EHR is not required; however, please note that corrections to housing stability must align with the current response to the Veteran's housing location at the time of exit or will require supporting documentation from the Veteran's clinical note(s) in the EHR to confirm the correct housing location at exit.

What if I am late on my HOMES documentation and am unable to complete the assessment, referral, and entry?

- For late HOMES documentation (more than 30 days), please submit a HOMES Help Desk Ticket so that the HOMES Support Team can provide guidance on the next steps. For reference, the HOMES Correction Policy and Reporting Policy can be found on the [HOMES Main Page](#). If you need additional information on using the HOMES Help Desk, step-by-step instructions can be found in the [Help Desk User Quick Guide](#).

Housing Location and Stability FAQs

Should I document progress notes for health care ineligible Veterans in the EHR?

- Yes; documentation entered in HOMES must align with the information in the Veteran's EHR. VA Homeless Program Stop Codes do not bill Veterans for services, regardless of whether a Veteran is health care eligible, so documenting in the EHR using clinics built with the corresponding and appropriate Homeless Program Stop Code is required.

What if a Veteran returns to homelessness but later gets re-housed on their own?

- If a VA Homeless Program learns that a Veteran who returned to homelessness has resolved permanent housing on their own (e.g., housing rented by Veteran, no ongoing housing subsidy), a clinical progress note is completed in the EHR. The Veteran's housing location is updated in the "Current Housing Status" section of the Housing and Employment Tracker (HET) in HOMES.

New Episode of Ending Veteran Homelessness

- Each month on the [Ending Veteran Homelessness](#) podcast, we explore how our country works to ensure every Veteran has a safe and stable place to call home.
- July's episode is [S1EP15: Figuring Out Why Veterans Return to Homelessness | Spreaker](#), is also out now!
- Subscribe today on [Apple Podcasts](#), [Google Podcasts](#), [Spotify](#), or your podcatcher of choice!



Q&A and Next Steps



Wrapping Up

- The recording of this call will be posted to the [VHA Homeless Programs Hub](#) in the coming days and [VA.gov/Homeless](#).
- Join our Office Hours calls on the first Thursdays of the month at 3:00 p.m. Eastern / 2:00 p.m. Central / 11:00 p.m. Mountain / 12:00 p.m. Pacific / 9:00 a.m. Hawaii.
 - Our next call will be on Thursday, September 7, 2023.
 - For questions, please email VHA11HPO38kGoalSupport@va.gov.

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.” – Margaret Mead